

Lumon Sustainability Podcast:
Maria Espinoll Arevalo

BNP Paribas Personal Finance invites you to discover On The Way, the podcast that explores the paths to responsible consumption. Whether entrepreneurs, businesspeople or researchers, On The Way gives a voice to those who day after day are helping to develop more sustainable consumption. Welcome, and I hope you enjoy listening.

Hello! My name's María Espinoll Arevalo, and it's a pleasure to be with you today. I'm part of the Lumon team, and since I've been at Lumon, my life has changed, as I think I'm much more passionate about my work and about people.

We think that Sustainability is something more than just necessary, something we can use to improve the world around us. At Lumon we're closely tied to sustainability, and we think of it as something totally necessary. Today we're going to talk a bit about sustainability and our product, and how we're helping improve people's quality of life.

With Lumon glass curtains, we transform terraces into spaces that you can enjoy all year round. We don't just provide comfort, but we also improve the energy efficiency of your home. Our products help increase the lifespan of the buildings, as well as their value. We return value to homes by increasing their glazed spaces. With Lumon, we help people have more modern and clean facades, while also creating a terrace and living space.

We do all this by installing glass curtains in homes, which contribute to improving their energy efficiency. We have our own installation process, as we're the only company in the sector that designs the product, markets it, installs it, and provides long-term maintenance services.

The product works like a ventilated facade, creating an air chamber between the exterior and the window, which helps maintain and improve indoor temperatures. If we're able to heat the interior of a terrace by about 8 degrees in winter, then we can also increase the temperature inside the home. In summer, in the combination with an awning, the same thing happens, less air conditioning is needed inside the home, which helps reduce costs and is cheaper.

By looking at savings in energy consumption, we can assess the positive impact that our products have. We've also carried out various studies in Spain that show that the average savings are 34%.

So, at Lumon we're improving our customers' homes by ensuring that the facades need fewer repairs. We're also increasing the resale value of homes and we're opening up living space that can be enjoyed all year round.

It's very important for us that homeowners understand this and are aware of the savings that are generated over the long term. For example, to make it as clear as possible for new construction projects, we have a calculator that tells us the savings that will be generated, taking into account the window's orientation, size, and specific features. Of course, there may have some variations, according to the weather where you live. If you happen to have a lot of cloudy days in winter, then the values will be different than if there are a lot of sunny days.

Product maintenance is key to ensuring their long-term durability. Just like with any other product, keeping the windows clean and lubricating the upper surface hinges at least once a year helps the product last for many years, improving efficiency and increasing savings. In fact, the very first system was installed in Spain over thirty years ago, and still works perfectly.

When you're investing in energy efficiency renovations, it's important to look for solutions that not only improve the home's energy consumption, but also its aesthetics. But most of

all it helps people get more from spaces that they hadn't been using much, and increases the value of their homes.

At Lumon we've got millions of stories from satisfied customers, which you can find on our Lumon Spain channel on YouTube, on our website lumon.com, and on our social networks, so you can see a whole lot of them.

Out of all of those, if I had to pick out a few, it would be all the stories that came out of the pandemic. People couldn't go out, and many of our customers wrote to us via social networks. They sent us lots of videos about all the things they were doing on their terraces, and especially with kids. That made the potential of our product really clear to us: our customers themselves told us about how they had a space where their kids felt as if they were outside, but as parents they had the peace of mind that they were safe. I remember videos of children playing football and using the glass curtain as a goal. People were amazed when they saw how those footballs did no harm to our windows. We saw kids doing homework on their terraces, gymnastics classes, jumping around on bouncy castles, as well as people remote working. All that improves homes and creates more living space.

As a company that makes custom products, things are more complex for us than for other companies that make standard products. So, to overcome that, we depend on our values: always on-hand, we keep our word, and we construct the future together. That word "together" includes the customer, and when the customer is happy, that helps us move forward. But also, when a customer is unsatisfied, that also really helps us to improve. We take the finishing touches very seriously, and we always leave everything at the customer's home just as they expect it.

We know that we're going to face major challenges in the future, but also that we've got all the necessary tools to deal with them. We're always looking to keep up to date with all the latest news, trends, and technologies. We seek constant improvement, and, most of all, we keep our customers at the heart of our business. They are the ones that set the trends. To achieve this, it's crucial to have profits to reinvest in constant improvement and growth.

Currently we're working on new projects, such as modernising facades. We take existing buildings and bring them back to life, making them into more sustainable buildings, creating more living space, improving their aesthetics, and further enhancing their value.

In the end, what we're trying to do is to make sustainability something that adds value to homes, especially over the long term. We don't just want to improve energy efficiency, but also improve people's lives on a day-to-day basis.

I hope this little talk has helped you learn a little bit more about Lumon, and our goal of improving people's lives and making homes more sustainable and enjoyable. It's been a great pleasure sharing this space with you and see you soon.

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